

# ***Headquarters U.S. Air Force***

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*Integrity - Service - Excellence*

## ***Progress Report On Health Care Initiatives***

***2011 MHS Conference  
AFMS Breakout  
27 Jan 2011***

***Brig Gen Mark Ediger  
AFMOA Commander***

***CMSgt Deborah Alaimo  
AFMOA Superintendent***



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# **Integrated Hospital Flow**

- Multiple visits/projects perceived as disparate pieces w/ no common goal
  - Hands on LEAN training for 66 project leads at Currency and PCMH sites
  - Connected project work to improve flow across the facility
    - Improve patient experience
    - Increase capacity enabling more care
    - Keep staff clinically current and ready
- Components
  - OR efficiency
  - ED flow
  - Inpatient flow
  - Currency in business planning
  - Measurement of return on investment
- Updates
  - Integrated approach at Nellis underway; WP, Elmendorf, Eglin to follow
  - Performance metrics standardized
  - S3: Nellis, Eglin, USAFA installed; Keesler, Langley, WP, Travis next





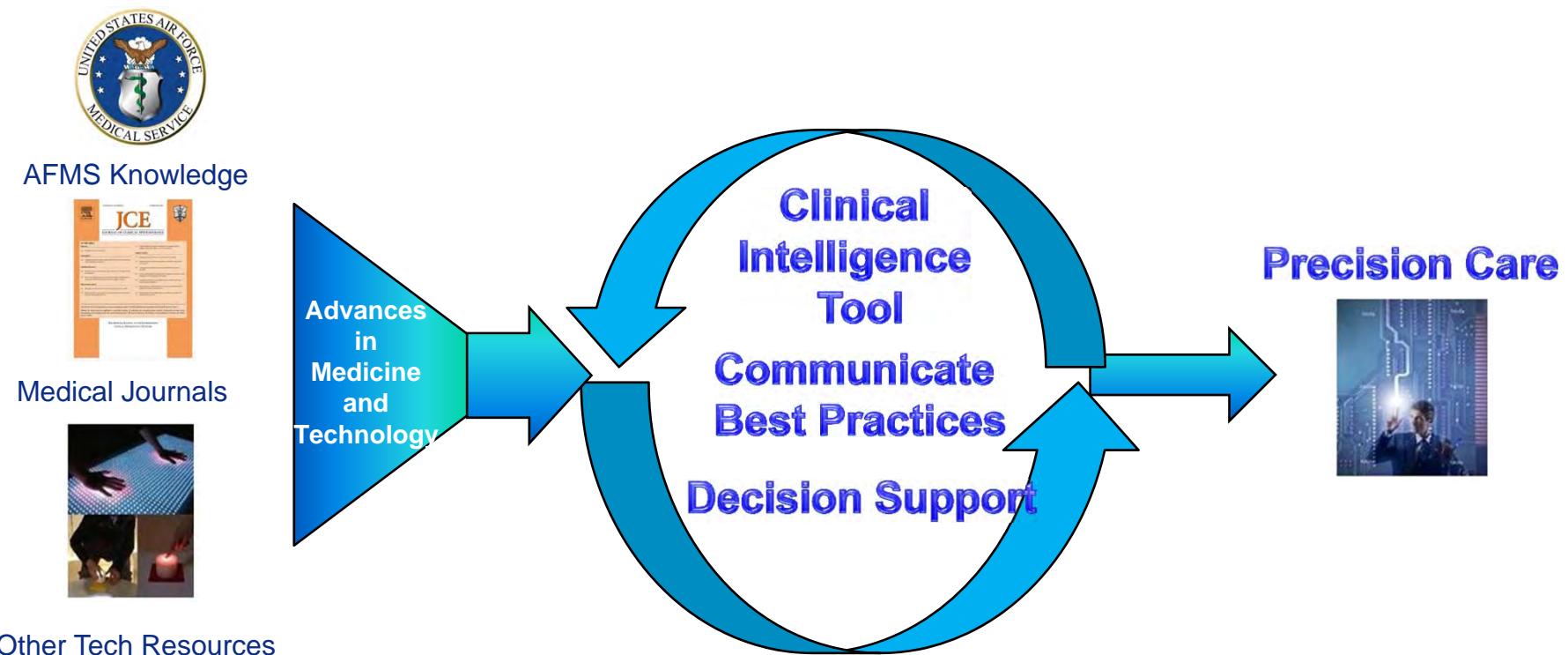
# **NDAA 708--Airman Deployment Health Assessment (ADHA)**

- Implementation of expanded face-to-face deployment health assessments began 1 Jan 11—required by NDAA 708
  - ARC implementation scheduled to begin 1 Apr 11
- Way Ahead—link ADHA, Force Health Management and Patient Centered Medical Home to enhance Airman resilience
  - Linked to Line deployment support and resilience actions
  - Team approach: Force Health Management, Family Health/Flight Medicine teams, BHOP/MH providers & techs
  - Group appts for immediate pre- and post-deployment ADHAs
    - Organized by Force Health Management
    - Surveys, Airman Resiliency Training, force health protection
    - Provider face-to-face assessments
    - Schedule follow-up visits as indicated



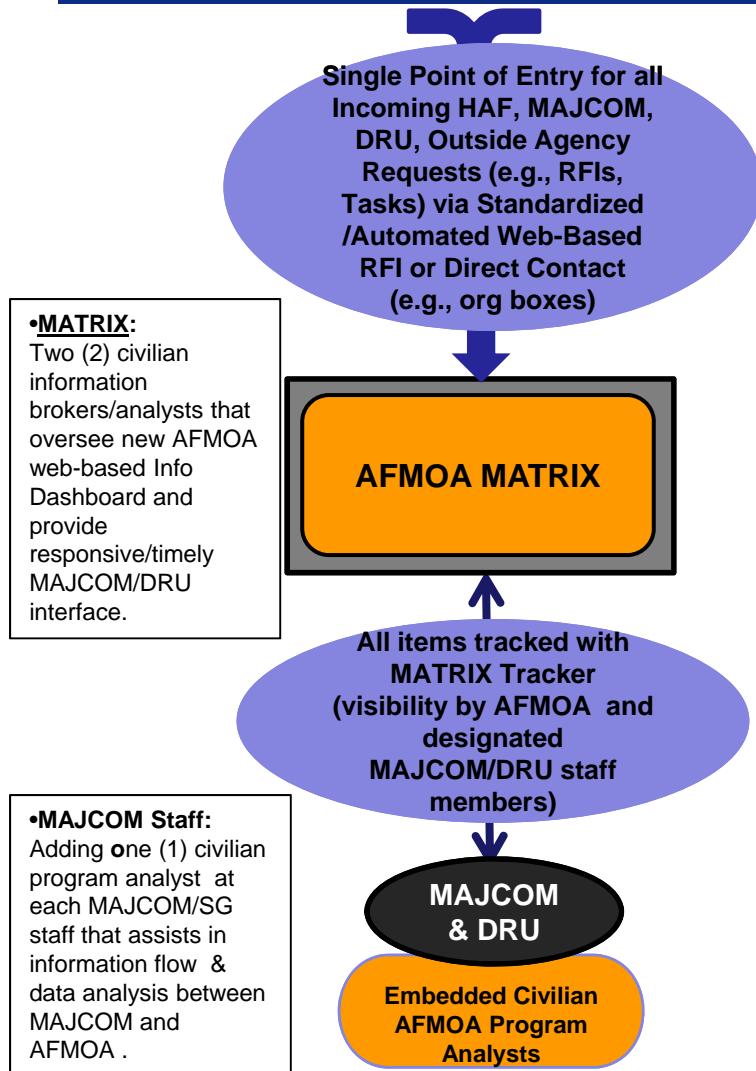
# Applied Clinical Epidemiology (ACE)

- Epidemiologic decision support to guide clinical action
- Establishing outreach from 59 MDW Diabetes Center of Excellence to deliver guidelines, tools and population-specific data to Family Health teams





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# AFMOA Information Portal

- Sep 2010 – NOVA-lite
- Oct 1 – AFMOA/MAJCOM VTC initial meeting, to develop linkage
- Oct 14 – WG brief to AF/SG
- Oct 21 – WG meet at Leesburg
- Nov 1 – Standup MATRIX (Liaison Cell), new org box brought on-line
- Nov 10 – Tracker System on-line
- Nov 15 – PDs developed for 9 BAs
- Dec 1 – PDs sent for AF/SG coord
- Dec 7 - 9 – RAPID Improvement Event
- Jan 2011 – Final Proposal Complete
- Feb 2011 – Formal Brief to AF/SG

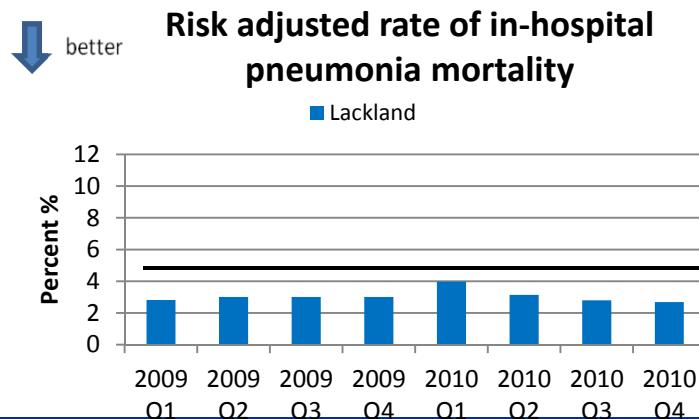




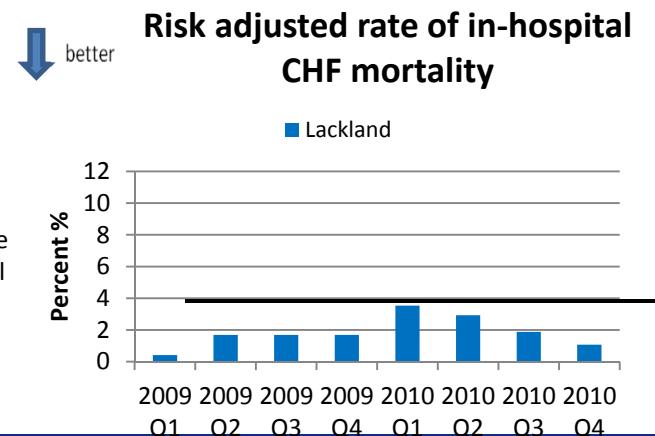
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# *Measures of Inpatient Quality*

- AFMOA/AFMSA team collaborating with VA Inpatient Analysis Center
- New quality of care metrics in development
  - 30 day readmission rates for selected diagnoses
  - Infection rates for patients on mech ventilation, with central lines
  - Control charts for AHRQ data: IQI, PSI, PQI
  - Ambulatory Care Sensitive Conditions (ACSC)



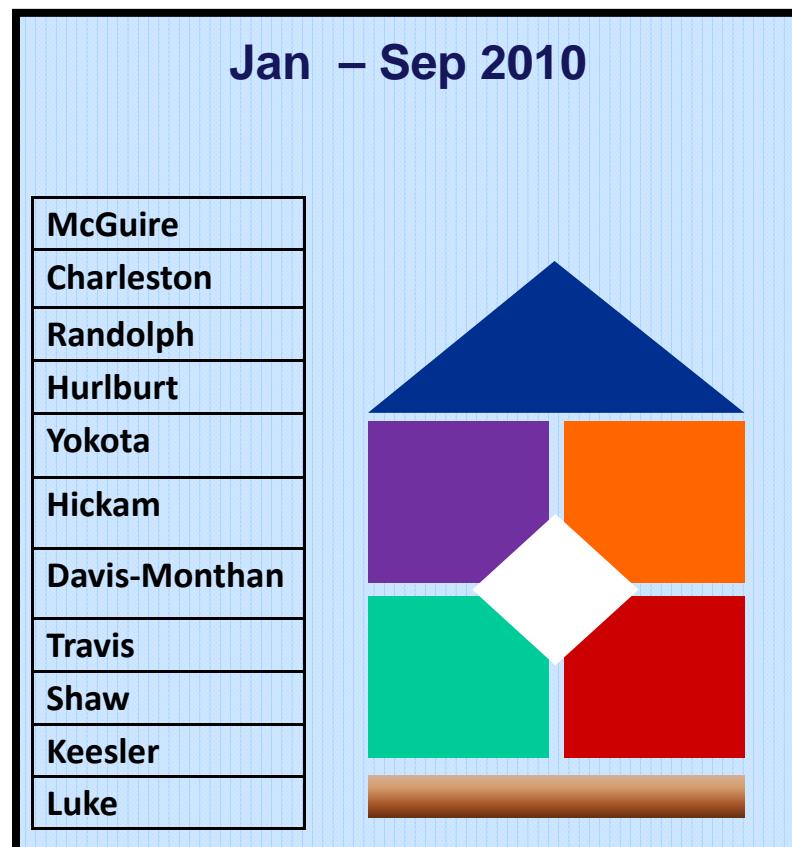
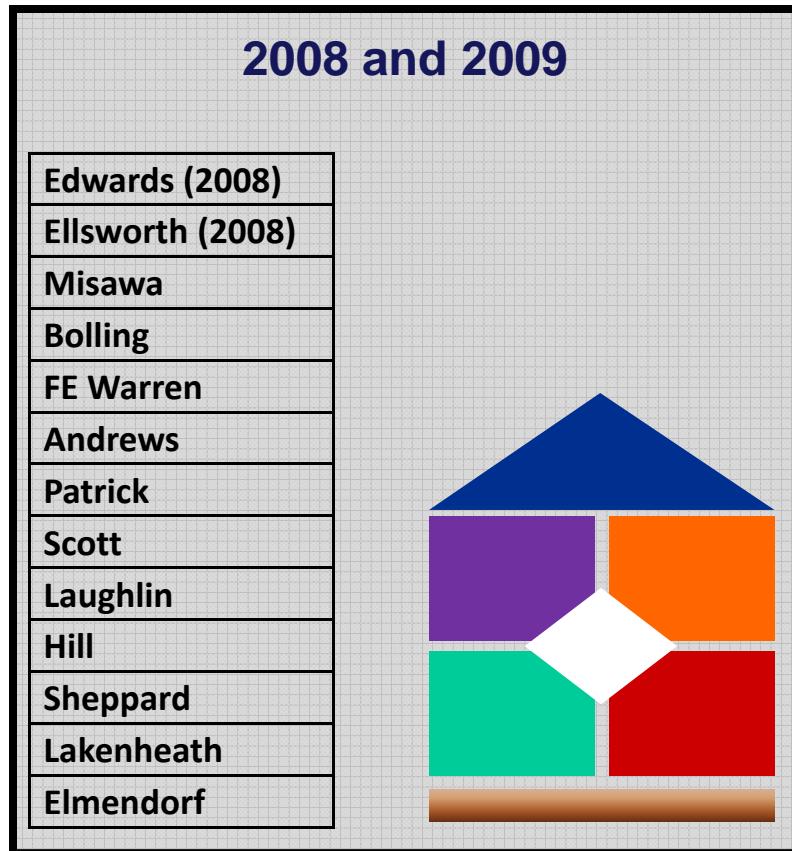
The bold black horizontal line represents the 2007 national estimated adjusted rate





# Patient Centered Medical Home Implementation

- As of 27 January 2011 - 32 MTFs have implemented FHI
- By 1 October 2011 - 62 MTFs will have implemented FHI
- By 1 March 2012 - 75 MTFs will have implemented FHI



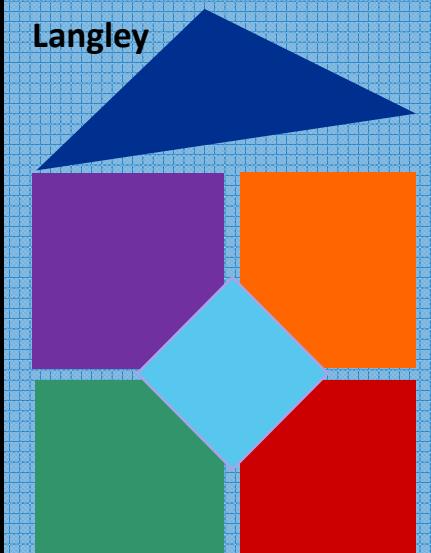


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# Patient Centered Medical Home

**Implemented since  
October 2010**

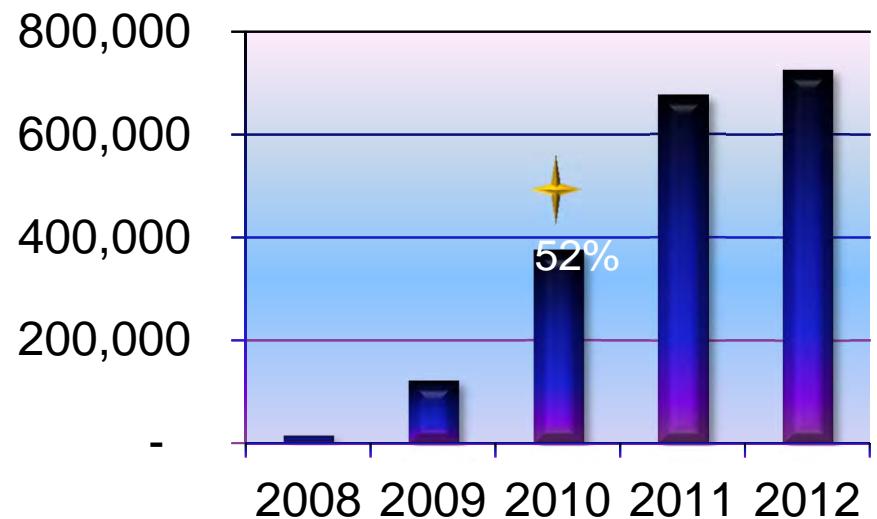
Goodfellow  
Ramstein  
Spangdahlem  
Wright-Patterson  
Offutt  
Columbus  
Barksdale  
Langley



**Implementing in 2011**

Altus                    Maxwell  
Beale                  Mc Connell  
Cannon                Minot  
Dover                  Moody  
Dyess                  Mountain Home  
Eglin                  Nellis  
Fairchild              Peterson  
Grand Forks           Robins  
Hanscom               Seymour Johnson  
Holloman              Tinker  
Kirkland               Tyndall  
Little Rock           USAFA  
Lackland              Vandenberg  
Los Angeles           Vance  
MacDill               Aviano  
Anderson              Croughton  
Eielson               Geilenkirchen  
Kadena               Incirlik  
Kunsan               Lajes  
Osan                   Menwith Hill  
                         Upwood

## AF Family Health Medical Home Enrollees



- 725,000 enrollees in Medical Home clinics in 2012
- Peds Med Home will raise total enrollees in Medical Home clinics to approx 1 M
- AAAHC surveyed 2 MTFs Medical Home; chapter scored Substantially Compliant

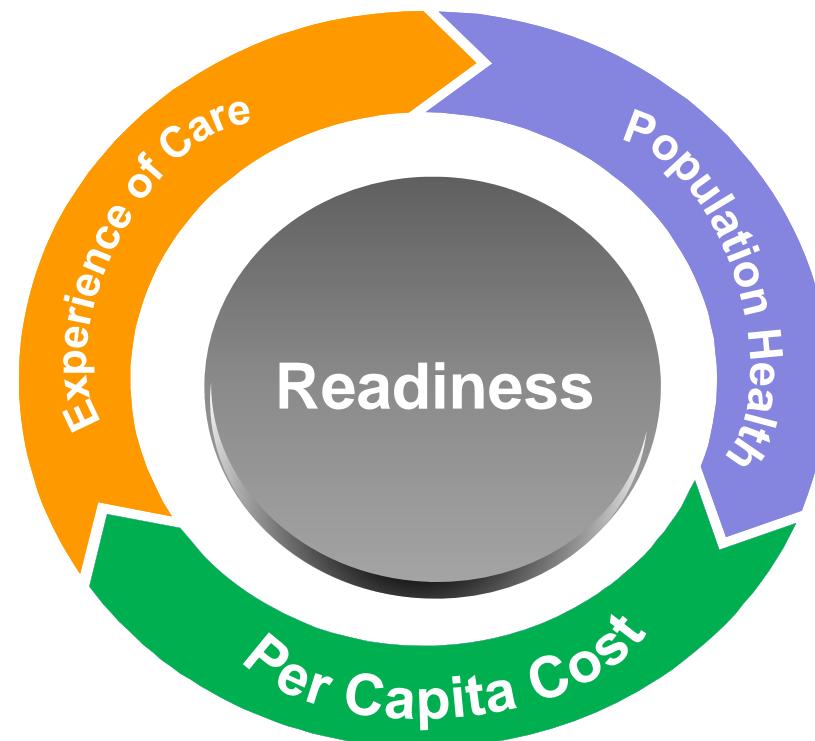




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# ***Medical Home Performance***

- Objective: Recognize and reward strong performance and significant improvement in AF Medical Home
- Focus outcomes:
  - Satisfied patients
  - High continuity of care
  - Consistent application of appropriate preventive measures
  - Coordinated, effective management of disease



**AF Surgeon General's target: “Reward Outcomes”**





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# Measures



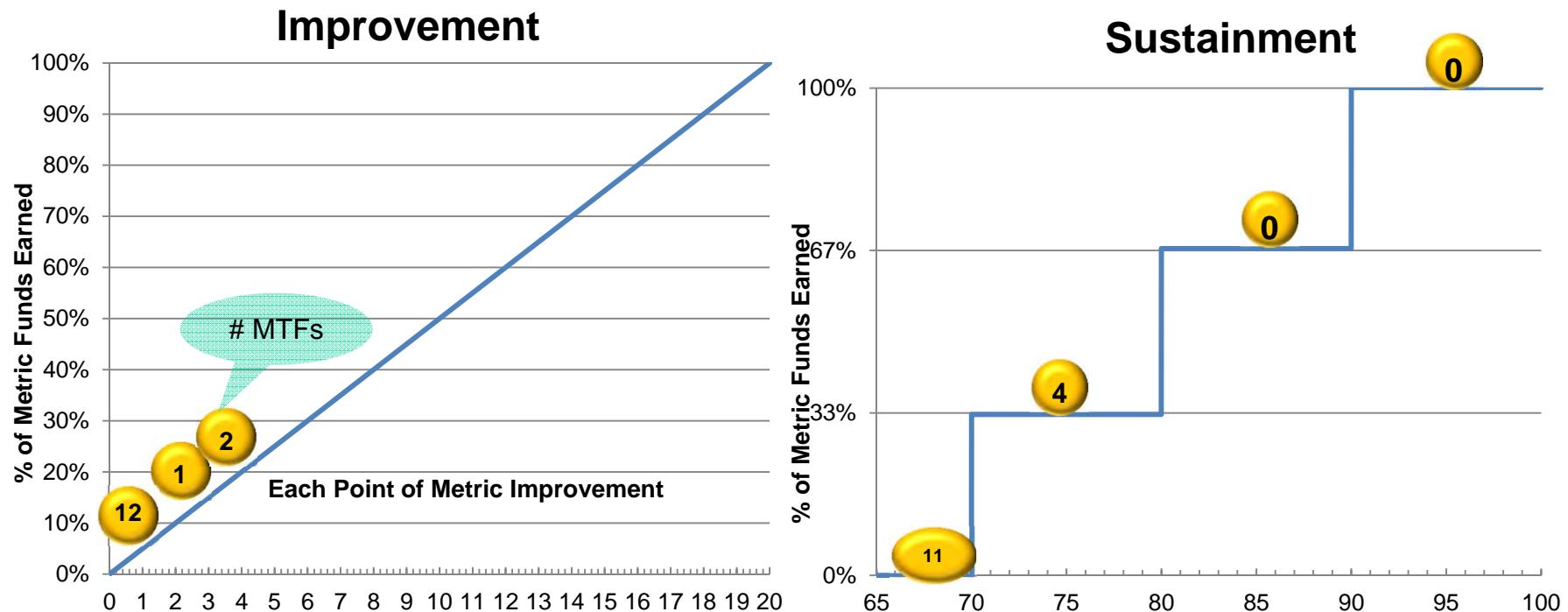
Measure	Weight	Goal	Definitions
Satisfaction w/visit	10%	95%	Roll-up (Average ) of SDA questions 1,3,4,5, and 6. Measure: Patients answering either a 4 or 5 on a 5-point Likert scale / Total responses.
Continuity (Team)	40%	90%	Average of FHT “Team” continuity from patient perspective. Number of empanelled patient visits with team / total number of empanelled patient PC visits (excludes T-Con and non-count visits)
HEDIS Average	30%	4	Average of the HEDIS composite from FHI Push Report (Diabetes LDL Screening, Diabetes LDL Control, Diabetes HbA1C Screening, Diabetes HbA1C Control, Asthma Meds, Colorectal Screening, Cervical Cancer Screening, Breast Cancer Screening) (max 40 points) (BGA* pts only)
ED/UC visits /100 enrollees /mo	20%	<3	ED visits with Emergency E&M and BIA MEPRS for DC or Place of Service = 23 for network. UC visit without Emergency E&M and BHI MEPRS for DC or Place of Service = 20 for network.



# Example: Family Health Team Continuity



4th Qtr FY10



MTF	Avail \$\$	Qtr 3 Score	Qtr 4 Score	Metric Improvement	Qtr 3 Payout %	Sustainment Tier	Qtr 3 Payout %	Total \$ Payout
Sample MTF Improvement	\$18,876	74.4%	70.8%	-3.6	0%	NA	NA	\$0
Sample MTF Sustainment	\$38,324	74.4%	70.8%	NA	NA	2	33%	\$12,647

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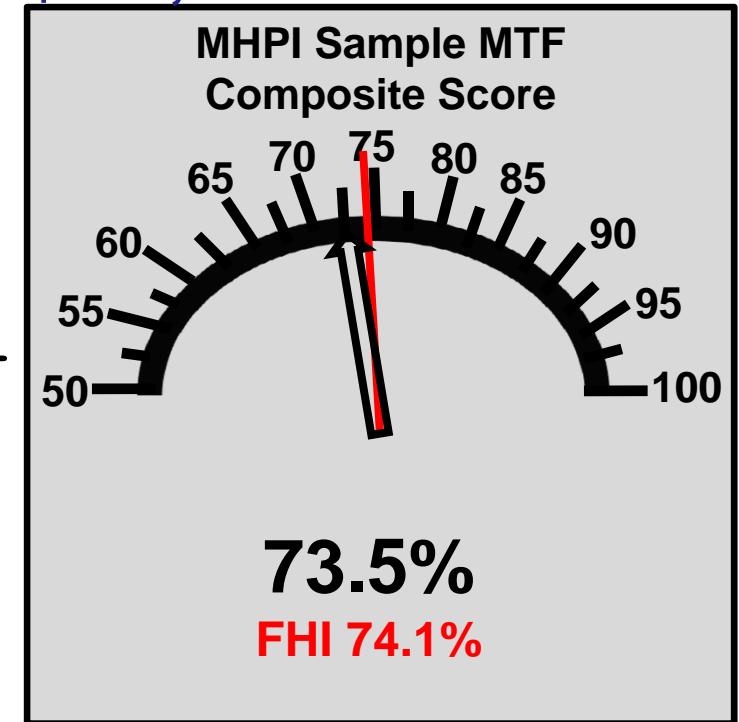
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# Sample MTF Scorecard

Earned 4th Qtr FY10 = \$28,551

Maximum Possible = \$143,000

Satisfaction <b>97.4%</b> FHI Avg 92% Goal 95%	Continuity <b>70.8%</b> FHI Avg 67% Goal 90%
ED/UC Rate <b>5.1/100</b> FHI Avg 4.8/100 Goal <3	HEDIS Average <b>2.67</b> FHI Avg 3.57 Goal 4



Composite Score = weighted average

Composite Scoring is the basis for non-financial recognition





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### **4th Qtr FY10**

- Laughlin ■ Misawa
- Bolling ■ Lakenheath
- Ellsworth ■ Scott
- FE Warren ■ Elmendorf
- Edwards ■ Andrews
- Hill ■ Luke
- Sheppard ■ Keesler
- Patrick

### **1st Qtr FY11**

- Laughlin ■ Misawa
- Bolling ■ Lakenheath
- Ellsworth ■ Scott
- FE Warren ■ Elmendorf
- Edwards ■ Andrews
- Hill ■ Luke
- Sheppard ■ **Charleston**
- Patrick ■ **Hurlburt Field**
- Keesler ■ **McGuire**

\* Red indicates initial quarter of participation

**MTFs begin participating 6 months post implementation**



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## ***4<sup>th</sup> Qtr FY10 Best Performers***

- Best Performing Medical Treatment Facility: **Scott AFB**
  - Composite score of **90.6%**
- Best Performing Family Health Team:
  - **Lakenheath – Family Health Clinic Gold Team**
    - Composite score of **101.6%**
    - Incentive award of 8 seats at Disney Institute
- Most Improved Medical Treatment Facility: **Sheppard AFB**
  - Composite score of **83.2%**
  - **5.6% improvement**
- Most Improved Family Health Team: **Elmendorf Eagle Team**
  - Aggregate score of **74%**
    - **11% improvement**
  - Incentive award of 8 seats at Disney Institute





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## **4th Qtr FY10 Payouts**

MTF	Max Possible Q4 Payout	Actual Q4 Payout	Composite Score
SCOTT	\$ 89,000	\$ 30,871	91%
PATRICK	\$ 58,500	\$ 23,248	89%
HILL	\$ 80,500	\$ 27,022	86%
LAUGHLIN	\$ 16,000	\$ 4,943	83%
SHEPPARD	\$ 61,500	\$ 21,454	83%
MISAWA	\$ 28,500	\$ 10,198	82%
LAKENHEATH	\$ 57,500	\$ 18,163	79%
EDWARDS	\$ 28,500	\$ 7,865	77%
BOLLING	\$ 34,000	\$ 7,811	77%
ANDREWS	\$ 107,000	\$ 24,016	76%
F.E. WARREN	\$ 30,500	\$ 7,903	73%
KEESLER	\$ 93,773	\$ 22,099	71%
ELLSWORTH	\$ 46,500	\$ 11,710	69%
LUKE	\$ 104,121	\$ 16,459	66%
ELMENDORF	\$ 143,000	\$ 28,551	53%

**“TRUSTED CARE ANYWHERE”**



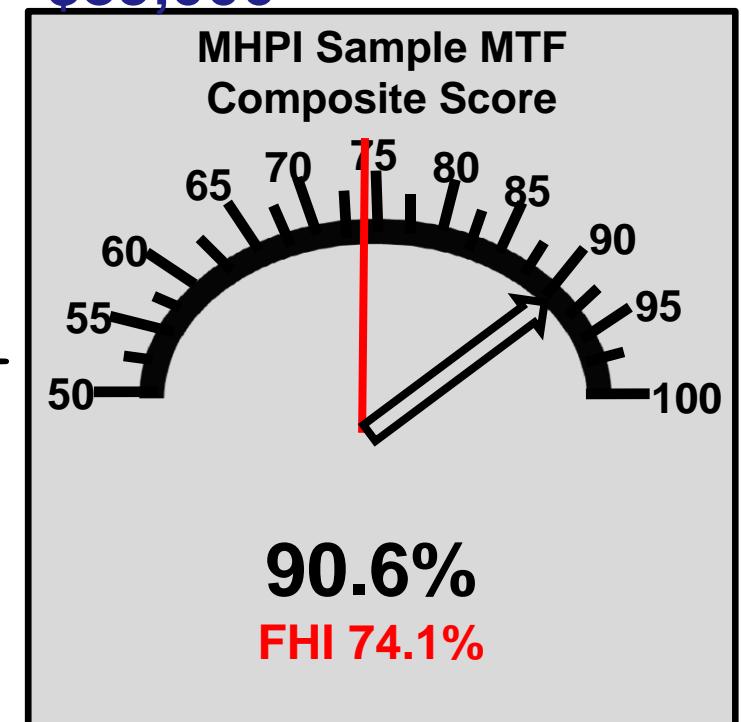


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# Scott AFB Scorecard

Earned 4th Qtr FY10 = \$30,871  
Maximum Possible = \$89,000

Satisfaction <b>87.95%</b> FHI Avg 92% Goal 95%	Continuity <b>79.5%</b> FHI Avg 67% Goal 90%
ED/UC Rate <b>5.3/100</b> FHI Avg 4.8/100 Goal <3	HEDIS Average <b>4.63</b> FHI Avg 3.57 Goal 4



Composite Score = weighted average

Composite Scoring is the basis for non-financial recognition





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# *Back-Up Slides*



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# 4th Quarter Continuity

## Sustainment

MTF	Category Current Qtr Metric
SCOTT	79.57
PATRICK	73.95
SHEPPARD	70.85
ELMENDORF	70.84
ANDREWS	69.68
HILL	69.31
LAUGHLIN	67.52
BOLLING	65.18
EDWARDS	64.98
ELLSWORTH	63.52
LAKENHEATH	62.79
F.E. WARREN	62.58
MISAWA	61.61
KEESLER	59.51
LUKE	57.32

## Improvement

MTF	Category Current Qtr Metric
LAUGHLIN	3.24
PATRICK	3.17
SCOTT	2.38
HILL	0.34
BOLLING	-2.15
MISAWA	-2.6
ELMENDORF	-3.57
F.E. WARREN	-4.29
ANDREWS	-4.37
EDWARDS	-5.35
SHEPPARD	-7.63
LAKENHEATH	-12.28
ELLSWORTH	-20.07



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# **4th Quarter ED/UCC**

## **Sustainment**

MTF	Category Current Qtr Metric
PATRICK	3.39
BOLLING	3.59
LAUGHLIN	3.60
EDWARDS	3.73
LAKENHEATH	3.96
ANDREWS	4.38
MISAWA	4.73
HILL	4.91
ELMENDORF	5.10
F.E. WARREN	5.16
SCOTT	5.30
LUKE	5.38
SHEPPARD	5.44
KEESLER	6.08
ELLSWORTH	7.64

## **Improvement**

MTF	Category Current Qtr Metric
ELLSWORTH	1.7
BOLLING	0.42
MISAWA	0.04
HILL	-0.04
ELMENDORF	-0.13
LAKENHEATH	-0.25
SHEPPARD	-0.34
SCOTT	-0.38
ANDREWS	-0.44
EDWARDS	-0.45
PATRICK	-0.55
LAUGHLIN	-0.58
F.E. WARREN	-0.81



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# **4th Quarter HEDIS**

## **Sustainment**

<b>MTF</b>	<b>Category Current Qtr Metric</b>
SCOTT	4.63
HILL	4.43
MISAWA	4.25
PATRICK	3.75
LAUGHLIN	3.57
SHEPPARD	3.50
LAKENHEATH	3.50
KEESLER	3.38
ELLSWORTH	3.17
F.E. WARREN	3.13
ANDREWS	3.00
BOLLING	3.00
EDWARDS	3.00
ELMENDORF	2.67
LUKE	2.57

## **Improvement**

<b>MTF</b>	<b>Category Current Qtr Metric</b>
LAKENHEATH	0.75
SHEPPARD	0.63
ELLSWORTH	0.33
LAUGHLIN	0.29
PATRICK	0.25
F.E. WARREN	0.00
HILL	0.00
SCOTT	0.00
ELMENDORF	0.00
ANDREWS	-0.13
EDWARDS	-0.38
MISAWA	-0.46
BOLLING	-0.63



# 4th Quarter Patient Satisfaction

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## Sustainment

MTF	Category Current Qtr Metric
ELMENDORF	97.37
F.E. WARREN	95.92
MISAWA	95.87
PATRICK	94.50
EDWARDS	93.88
LAUGHLIN	93.81
LUKE	93.02
KEESLER	92.70
HILL	92.58
LAKENHEATH	91.35
ELLSWORTH	91.28
SHEPPARD	89.04
SCOTT	87.95
BOLLING	86.36
ANDREWS	82.78

## Improvement

MTF	Category Current Qtr Metric
F.E. WARREN	2.37
EDWARDS	1.09
ELMENDORF	0.99
MISAWA	0.88
SHEPPARD	-0.61
LAUGHLIN	-0.62
PATRICK	-0.64
ELLSWORTH	-0.99
HILL	-2.18
LAKENHEATH	-2.49
SCOTT	-3.11
BOLLING	-5.59
ANDREWS	-9.17